

Mobile Phone/Data Service & Unified Communications and Collaboration System with Call Center Capability



Introduction

The City of West Linn is seeking proposals from qualified vendors of Unified Communications and Collaboration System with call center capability that can be integrated with mobile phones (hereafter referred to as MUCC) to potentially replace its legacy phone system. Proposals can be submitted for systems that are either hosted or non-hosted solutions, but they must include mobile phone plans and data service plans as key components of the proposed solution.

Current

The City of West Linn currently has 169 Coral Flex desktop phones in use, including 157 analog and 12 IP phones. Model types include 120S, 280S, 280D and 280S (IP). The City currently has 12 reception phones from which calls are routinely transferred to desktop phones. The City also uses analog lines at various sites for telemetry, fax, and alarm.

The City's PBX system is a Tadiran Coral IP 500. The primary Tadiran unit is located at City Hall and feeds out to secondary units at the Police Station, Operations, and Library over the City's WAN (Comcast Institutional Network operating at 100mbs). The secondary units cannot operate independent of the primary unit. The voice mail system is a Callware system. There are 200 DID lines being actively used.

Goals

The City wishes to transition to mobile phones with data service for all employees to replace all desktop phones, and a MUCC system as either a hosted or non-hosted solution, to replace the City's legacy PBX system. The City anticipates that the solution selected will be implemented as a fork-lift replacement of the City's existing phone system. The new solution will provide at a minimum, all of the same functionality as the existing system, but with the additional functional that a MUCC can provide to deliver a seamless communications experience both in and away from the office.

Primarily, the City is seeking solutions that have mobile phones, data service, text messaging, push-to-talk, direct connections, voicemail, caller ID, call detail, voice and email access that can be accessed from either the central system or the mobile phone, presence and Instant Messaging, and Unified Communication and Collaboration tools

for multi-user/location sharing of calls – including video, audio, application, and Web-Ex type integration. These services should be provided with technical support, porting of existing numbers, and new phones with docking stations for desk use. The City is also looking for solutions that can route incoming calls to mobile phones and provide destination profiles and reporting. These types of solutions should include technical support and training as well.

The selected solution should also be:

- Easy and intuitive for the End User to use – regardless of the device being used with the solution.
- Easy and intuitive for City staff to administer using a Web-based portal – for adding, deleting, and modifying end users and their credentials, devices and their assignments to end users, directory numbers and assignments to devices, voicemail profiles, etc.; without requiring vendor assistance.
- Scalable and reliable as the City's needs change.
- Technology transparent to the End User (for example, automatically setting the call to use the best carrier available to make the call, whether its Wi-Fi or cellular without having the user have to use separate applications and/or do additional tasks to specify call variables).
- Able to provide complete separation of corporate and personal applications and data at the storage level while ensuring that corporate data and communications are securely transmitted and received, while freeing users to meet all of their communications needs on a single, easy to use device.
- Able to be fully integrated with the City's Microsoft Exchange System including email, calendaring, and scheduling;

Response

Companies responding to this RFP should:

1. Identify the type of solution(s) being proposed including an itemized cost of the base package (i.e. the MUCC solution as a hosted or non-hosted service, hardware and software required to run the solution, mobile phones, and data service plans), any optional add-on packages, implementation costs, annual maintenance costs, and the summary cost of the solution. If multiple solutions are being proposed, the proposal should provide a matrix listing the same detail for each solution provided, as well as a list of any functional differences, limitations, and unique features of each solution provided, that the City can use to easily understand the similarities and uniqueness, and benefits/cons of each solution presented. Also identify any differences in the plans dealing with mobile phones and smart phones of different brand, model, and operating system platform. The proposed solutions should include common docks that can be used with any type of mobile/smart phone.

Note: Because the City doesn't have existing data that will identify current usage patterns, the City isn't able to provide data on the anticipated number of minutes, data, and text messages that will be required of the selected solution. The vendor will be expected to provide a list of different usage plan options for each proposed solution for City consideration.

2. Based on the solution(s) proposed, identify which solution would best fit the City's stated goals, what benefits and cost savings the City should realize from the recommended solution and why, and what considerations the City should consider when making a decision to pick a solution.

3. Provide a sample project plan that would be used to migrate the City from its current legacy system to the recommended solution, including detail specific to the project management and technical services provided by the vendor, and the City resources that would need to be involved; training, timeline, etc.

Proposal Contents

In addition to the response information above, each proposal shall contain the following information; vendors that either fail to furnish this information, and/or do not provide enough information to clearly discern will be disqualified:

1. Letter of introduction

2. Company information – including company background, history, and recent statement of financial position.

3. Experience and Expertise - Detail that identifies the vendor's experience and expertise in providing MUCC hosted/non-hosted solutions and the general requirements described above – preferably in the local, state, or federal government arena.

4. Describe how analog lines for faxes, alarms, and telemetry systems can be integrated into the system.
5. Describe the scalability and adoptability of the proposed solution.
6. Describe at a high level the availability and redundancy characteristics of the proposed solution and how they are achieved.
7. Describe the survivability capabilities offered for the proposed solution in the event of a full network failure between a location and the provider's cloud. What functionality survives and what is lost at each location?
8. Describe the proposed solution's support of e911 requirements and if it will meet all U.S. Federal requirements for real-time emergency notification over multiple devices.
9. Describe what standards and techniques for Quality of Service (QoS) are supported or required by the proposed MUCC solution to ensure acceptable voice quality over the data network. And if the QoS is setup to fall back to alternative networks to manage congestion.
10. Describe what redundancies are in place to minimize disruption of service during system outages, upgrades and other maintenance activity.
11. Describe the standard and extended services for performance monitoring, reporting and troubleshooting for the proposed solution that are bundled with the proposed solution.
12. Describe any additional maintenance, warranty, escrow, or other information that is relevant to the proposed solution. Provide samples of each document/information.
13. Describe what administrative and end-user support duties the vendor and/or the City will be responsible for performing. Examples may include dealing with broken and lost phones, training staff, monitoring, managing, and limiting usage plans and services; setting up new user accounts, telephone numbers, voice mail and instance messaging accounts, etc. For the proposed solution, how much time would the City staff expect to spend on these duties on a daily, weekly, or monthly basis.
14. Describe the timeframe required from notice of award until services can be provided.
15. Provide any other details, options, criteria that the City should consider when evaluating your proposal.

Schedule & Due Date

Interested companies shall submit email copies of the proposal no later than 4:00 p.m. on Tuesday, August 7, 2012. No hardcopy or faxed materials will be accepted. Please submit proposals to: Kirsten Wyatt, Assistant City Manager: kwyatt@westlinnoregon.gov

Selection of Qualified Consultant

The City shall select a vendor for this project based on a combination of factors, such as:

- Responsiveness and comprehensiveness of the proposal with respect to this RFP;
- Past experience with similar projects;
- Approach to this particular project;
- Information obtained from references; and
- Consultant's proposed cost to perform the scope of services.

The City reserves the right to reject any proposal and may elect to make a decision without further discussion or negotiation. The City reserves the right to reject all proposals if submitted proposals are not in the best interest of the City at this time. This solicitation is not to be construed as a contract of any kind. The City is not liable for any costs or expenses incurred in the preparation of responses to this RFP, and may withdraw or modify this request at any time. The consultant selected for this project will be required to enter into a contract with the City of West Linn.

Questions

All questions related to the existing City of West Linn phone system should be received via email no later than 4:00

p.m. on Tuesday, July 31, 2012 to Chief Technology Officer [Steve Arndt](#). Responses to all questions will be posted [online](#) by Friday, August 3 at 5:00 p.m.

Bid/RFP Title

Mobile Phone/Data Service & Unified Communications and Collaboration System with Call Center Capability

Reference #

Status

Open - accepting bids and proposals

Due Date

Tue, Aug 7th

Supporting Documents



[Mobile Phone RFP - PDF Version](#)



[Mobile Phone RFP - Vendor Questions and Answers - PDF Version](#)



[Mobile Phone RFP - Addendums and Changes - PDF Version](#)

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<http://westlinnoregon.gov/infoservices/mobile-phonedata-service-unified-communications-and-collaboration-system-call-center-ca>